

CHAPTER III

RESEARCH METHOD

This chapter presents the method of research that is used in this study. This chapter consists of the research design, the research setting of the study, participants and subjects, the data, the technique of data collection, and data analysis.

A. Research Design

The research uses a qualitative approach because the aim is to understand cross-cultural communication problems in depth, gain rich insights into strategies to overcome them, and analyze individual experiences in specific contexts. A qualitative approach allows researchers to better explore the complexity of intercultural interactions through interviews and questionnaires that can capture participants' views, experiences and perspectives in depth. Additionally, a qualitative approach allows researchers to explore the social and cultural contexts that influence communication interactions, which cannot always be measured with quantitative data alone.

A case study is an in-depth research of one or several entities (for example, individuals, groups, organizations) in a real context, with the aim of understanding complex and contextual phenomena. This method is often used in social sciences, business, and other fields to analyze specific cases and gain a deeper understanding of the situations faced by research subjects (Yin, 2009).

Case studies can be conducted with a focus on several students who face intercultural communication problems in English learning. This method will involve collecting in-depth data about the student's experiences in overcoming the problem and including what strategies they used. Through the analysis of this case study, researcher can provide deeper insight into how students concretely handle challenges in intercultural communication in the context of English learning. The research procedure was taken from Yin (2009). The steps are explained as follows:

1. Case Study Planning

- a. Research Question: What strategies and problems are used in overcoming intercultural communication problems in English language learning?
- b. Case Selection: A group of students from diverse cultural backgrounds who experienced communication challenges in an English language learning context.
- c. Data Collection Settings: Collect data through questionnaires and interviews.

2. Case Selection

Identify and select cases or subjects that are relevant to your research, namely students or groups of students who experience intercultural communication problems in learning English.

3. Data Collection

Collect data using various methods, such as questionnaire and interviews. Make sure to record data systematically and thoroughly.

4. Data Analysis

Analyze the data have collected carefully, looking for patterns, themes, and relationships between various elements. Identify strategies used by students to overcome intercultural communication problems.

5. Drawing Conclusion

Draw conclusions based on data analysis. Discuss the findings in the context of research questions and relationship to relevant theory.

6. Report Preparation

It was double-checked that the data was correct and matched up with the research questions. It was then summed up into a conclusion, and the researcher wrote a description of the research results.

B. Research Setting

This research was be carried out at the Darul Hijrah Putra Islamic Boarding School in 2024 which is located at Jl. Cindai Alus Rt. 8 Cindai Alus, Kec. Martapura, Kab. Banjar, Prov. South Kalimantan. Research was carried out here because students have different regional backgrounds and this allows problems in intercultural communication, therefore this research allows research to be carried out by researcher.

C. Participant

The research participants were 1 I'dadi class high school students at the Darul Hijrah Islamic Boarding School, which is a preparatory or trial class held at the Islamic boarding school. This class consists of students who have just entered Islamic boarding school after graduating from junior high school. There are a total of 39 students in this class, with diverse characteristics. Characteristics include Dayak, banjar and Javanese. High school students from the Darul Hijrah Putra Islamic Boarding School were chosen as research subjects because they came from various regions, which was very helpful in this research.

D. Data

In this study, data was collected through questionnaires and interviews with culturally diverse students. The researcher examined the problems and strategies of intercultural communication in the Islamic boarding school Darul Hijrah, class 1 I'dadi.

E. Technique of Data Collection

1. Questionnaire

A questionnaire is a research instrument used to collect data from respondents through a series of questions that have been prepared in advance. Questions in a questionnaire can be closed questions with predetermined answer choices, or open questions that allow respondents to provide answers

freely (Sugiyono, 2012). This research uses open questions so that the resulting data is more in-depth and diverse.

Preparation of a questionnaire designed to collect information about the strategies used by students in overcoming intercultural communication problems in learning English. The questionnaire contained questions directed at students to assess what problems might occur.

The process when conducting research using a questionnaire, the researcher first asks permission from the chairman of the Pondok Darul Hijrah Foundation through the secretary of Pondok Darul Hijrah. After obtaining permission, the researcher came to meet the chairman of TMI Pondok Darul Hijrah to hand over the permission letter that had been given by the secretary of Pondok Darul Hijrah. After obtaining permission from the chairman of TMI, the researcher was directed to Class 1 Idadi to distribute the questionnaire that had been prepared by the researcher. paper questionnaires which were distributed to 39 students.

2. Interview

An interview is a direct communication process between two or more people. The main purpose of interviews is to obtain information or data from respondents about a topic or problem being researched. Interviews can be conducted in a variety of contexts, including research, journalism, job selection, counseling, or other social interactions. Researcher conducted interviews with 10 students to find out strategies for dealing with this.

The next researcher conducts interviews on the same day when using a questionnaire. Please note that the research process uses a questionnaire and interviews are held within 1 day. Interview was conducted with 10 selected students based on a purposive sampling technique which is representative of each student who has a different cultural background. The interview process will involve direct interaction between researcher and respondents, namely students who experience intercultural communication problems in learning English. Interviews were conducted using an interview protocol guide containing structured questions, aimed at exploring the strategies they implemented. Interviews allow students to explain in detail their perspectives and experiences.

F. Research Instrument

To gather data for this study, the researcher employed a case study and performed questioners and interviews.

1. Questionnaire

As claimed by Sugiyono (2022), a questionnaire is a compilation of inquiries or elements employed to amass data from participants regarding their views, experiences, or opinions. Questionnaires serve the purpose of acquiring both quantitative and qualitative information. A questionnaire is a specialized tool or piece of equipment utilized for the purpose of data collection.

A form or questionnaire specifically designed to collect data from respondents, in this case, students who experience intercultural communication problems in learning English. The questionnaire will contain a series of structured questions relating to the problems used by students in overcoming these problems. This instrument will help researcher to collect data systematically and gain comprehensive insight into the strategies used by students in the English language learning context.

2. Interview Protocol

Interview protocols are very important for a qualitative study, as highlighted by Barrett & Twycross (2018). Interviews are crucial as a strategy for data collection in qualitative investigations, according to numerous social science researchers.

Research instruments interviews refer to a structured list of questions designed to gain deep insight into the strategies used by students in overcoming intercultural communication problems in English language learning. This instrument will include questions related to students' experiences in dealing with intercultural communication problems, what strategies they implemented, and how effective those strategies were. The aim of this interview research instrument is to gain a comprehensive understanding of the strategies used by students in facing intercultural communication challenges, which can provide valuable insights for this research.

Table 3.1 Research Instruments

No of RQ	Point of Reseach Question	Research Instruments
1	The Problems of Intercultural Communication in Learning English	Questionnaire
2	The Strategies of Intercultural Communication in Learning English	Interview Protocol

G. Data Analysis

1. Qualitative Descriptive analysis

The data analysis method used by researcher is qualitative descriptive analysis, namely a data collection technique by analyzing and identifying or explaining the data that has been collected as it is without adding or reducing the results and not intending to make general conclusions or generalizations by using verbal language and not using number calculation.

Before that, the data, which is the result of answers to scoring questionnaires, must be processed. Questionnaire using manual calculation with the following formula, the calculation of the scale range to determine the category of each indicator is as follows (Umar, 2001):

- a. Calculation of scores according to categories is by switching indicator with the number of respondents who voted.
- b. Determine the range of lowest and highest scores by switching the number of respondents (n) with the lowest and highest score.

Lowest score value= 39 respondents x 1 (lowest score) = 39
 Highest score value= 39 respondents x 5 (highest score) = 156

c. Rating scale for each category (RS)

Determine the lowest and highest score range by subtracting the number of respondents (n) with the highest weight minus the lowest weight, then dividing by the number of item answer categories.

Formula:

$$RS = \frac{n(\text{largest score} - \text{smallest score})}{m}$$

Notes:

RS = Rating Scale
 n = Number of Respondents
 m = Number of Categories

Rating Scale for Each Category:

$$\begin{aligned} RS &= \frac{39(4 - 1)}{2} \\ &= \frac{117}{2} \\ &= 58,5 \end{aligned}$$

This the range between levels for each category is 58,5 so the categories are as follows:

$$39 - 96,5 = \text{low category}$$

$$97,5 - 156 = \text{high category}$$

Categories Recapitulation from the Questionnaire are observed using 2 levels, namely high and low for each variable, namely anxiety, assumption of

similarity, ethnocentrism, stereotype, and prejudice. For further explanation, the following calculations are displayed per aspect along with the types of categories that have been obtained. Researchers used a Likert scale questionnaire in this research, the Likert scale is a measurement tool used in social research to measure a person's attitude or opinion towards a topic or statement. Likert scales usually consist of statements related to a particular topic, followed by a series of response options that describe the degree of agreement or disagreement with the statement. The most commonly used responses on a Likert scale are Strongly Agree, Agree, Disagree, and Strongly Disagree.

Note:

SA: Strongly Agree

A: Agree

D: Disagree

SD: Strongly Disagree

2. Interactive data analysis

The results of the interview in class were processed using an interactive data analysis approach proposed by Miles et al. (2014). In the steps of this data analysis, they explained four processes that were carried out simultaneously.

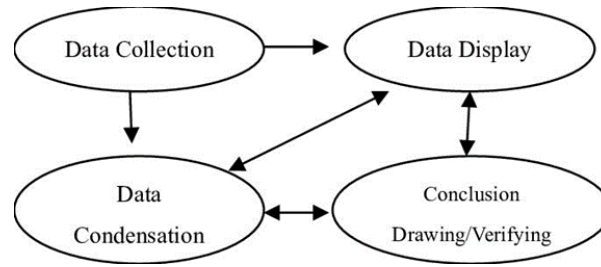


Figure 3. 1 The Interactive Model of Data Analysis (Miles et al., 2014)

The Interactive Data Analysis Model proposed by Miles et al. (2014) describes four main steps in the analysis process. First, data reduction aims to select the most crucial data from the entire field data set while reducing the data volume to focus on the main categories. Then, data presentation is used to visualize all emerging categories, helping to identify relationships between them through tables, charts, or images that can be easily understood. The final step, drawing conclusions or data verification, aims to draw temporary conclusions from the data that has been collected. This process involves consultation with the research supervisor before making final conclusions.